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DATE: Tuesday, January 20, 2004

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<input type="checkbox"/>	L3	((universal near2 time) or UT or (Greenwich near2 mean near2 time) or GMT) near30 (GPS or loran\$ or (global near2 positioning) or (position\$ near2 (system or service)))	335
<input type="checkbox"/>	L2	((universal near2 time) or UT or (Greenwich near2 mean near2 time) or GMT) and ((package or parcel or postage or mail) near2 deliver\$)	155
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Set	Items	Description
S1	604667	UPS OR (UNITED (1N) PARCEL (1N) SERVICE)
S2	247568	(POSITION? (2N) (SERVICE OR SYSTEM)) OR GPS OR LORAN?
S3	570	S1 (20N) S2
S4	238	S3 NOT PY<2001
S5	175	RD (unique items)
S6	422	S3 NOT PY>2001
S7	299	RD (unique items)

FRONTLINER: RAJ PENKAR
Title: President, UPS Professional Services

Responsibilities: Penkar directs client development and delivery for UPS' industry practice areas covering all areas of supply chain management logistics technology. He...

...numerous academic and professional distinctions.

Personal: Married with two children, a son and daughter.

Source: UPS

UPS chief: Supply chain management the final competitive frontier

United Parcel Service (UPS) is positioned at the junction of the physical world of packaging distribution and the virtual world of...

INDUSTRY NAMES: Transportation ;

7/3,KWIC/12 (Item 11 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

2604365 Supplier Number: 02604365 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Searching for peak performance
(Summit International aims to provide high quality service while allowing its accounting firm members to operate independently; has 104 firms in 58 countries)
International Accounting Bulletin, p 9
August 30, 1999
DOCUMENT TYPE: Newsletter; Company Overview ISSN: 0265-0223 (Ireland)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1586

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...the horizon is the influence global business may have on the local firm. Closer tie- ups may be inevitable as clients demand the same service in various locations . Even so, Summit is prepared to adapt.

Barnes conceded that global branding has already been...

7/3,KWIC/13 (Item 12 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

2588524 Supplier Number: 02588524
UPS wins Alaska FAA ADS-B contract
(US Federal Aviation Administration awards contract to UPS Aviation Technologies for supply of minimum of 150 avionics shipsets for small commercial operators in Alaska)
Flight International, p 22
September 29, 1999
DOCUMENT TYPE: Journal ISSN: 0015-3710 (United Kingdom)
LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:

...Alaska's Yukon-Kuskokim Delta area. The aircraft will be fitted with a range of UPS avionics, including multi-function display, approach-certified GPS, and automatic dependent surveillance-broadcast (ADS-B) datalink radio. With the help of the Universal Access Transceiver (UAT) datalink, aircraft can transmit their GPS locations and obtain weather reports from ground stations. UPS will supply the UAT ground stations network, linked via satellite to the air traffic control...

...PRODUCT NAMES: Regulation and administration of transportation programs (962000)

7/3,KWIC/14 (Item 13 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

(c) 2004 Resp. DB Svcs. All rts. reserv.

2587173 Supplier Number: 02587173

No more queing for Wigglybus passengers

(Riders of the Wigglybus in Pewsey Vale can schedule their own drop-offs and pick-ups through a RAM and GPS network that gives the bus driver the schedule information on a Crosland GPS Workstation)

Mobile & Cellular Magazine, p 4

September 1999

DOCUMENT TYPE: Journal ISSN: 1351-6515 (United Kingdom)

LANGUAGE: English RECORD TYPE: Abstract

(Riders of the Wigglybus in Pewsey Vale can schedule their own drop-offs and pick-ups through a RAM and GPS network that gives the bus driver the schedule information on a Crosland GPS Workstation)

ABSTRACT:

...service. Users can dial up a call centre and book one of three buses to deliver and collect as needed. Once passengers have placed a call, the passengers details are transmitted by the RAM network to the on-board Crosland GPS Workstation, which provides the bus driver with an accurate schedule of pick-ups and drop-offs. The project also implements satellite tracking information via the RAM network so the call centre always knows exactly where the buses...

...INDUSTRY NAMES: Transportation

7/3,KWIC/15 (Item 14 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

(c) 2004 Resp. DB Svcs. All rts. reserv.

2568966 Supplier Number: 02568966 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Drug Emporium relaunches Web site, names Web president

(Drug Emporium re-launches DrugEmporium.com with new distribution model and personalization features)

Drug Store News, v 21, n 13, p 1+

August 30, 1999

DOCUMENT TYPE: Journal ISSN: 0191-7587 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 548

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...office and separate facilities from the retail enterprise. The

distribution center for the site is located in Louisville, KY, where a United Parcel Service center is located next door to the facility. This enables Drug Emporium to guarantee 2-day delivery. The company's recent management appointments are discussed in the full-text article.
...

TEXT:

...model--as opposed to being a company that is only on-line with no physical locations."

The new DrugEmporium.com structure includes a separate buying office and separate facilities from the...

...traditional model the company has used. A new distribution center for the Internet site is located in Louisville, Ky. One of the advantages to this is that it will have a...

...the ability to take an order as late as midnight and still guarantee two-day delivery, said Schanzenbach.

Schanzenbach said once an order is taken, the customer will receive an e-mail confirmation, followed by another e-mail with a package-tracking number when the order is shipped, thus taking any further responsibility out of the retailer...

7/3,KWIC/16 (Item 15 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

2464211 Supplier Number: 02464211

Package delivery leader UPS

(UPS renames its II Morrow GPS manufacturing subsidiary UPS Aviation Technologies; move is aimed at making the firm a transportation technology leader)

Aviation Week & Space Technology, v 150, n 20, p 21

May 17, 1999

DOCUMENT TYPE: Journal ISSN: 0005-2175 (United States)

LANGUAGE: English RECORD TYPE: Abstract

Package delivery leader UPS

(UPS renames its II Morrow GPS manufacturing subsidiary UPS Aviation Technologies; move is aimed at making the firm a transportation technology leader)

ABSTRACT:

UPS has renamed its II Morrow global positioning system (GPS) technology manufacturing subsidiary UPS Aviation Technologies as part of a move by the package delivery leader to also make itself a transportation technology leader. According to Tom Weidemeyer, President, UPS Airlines, the intention of the newly renamed...

7/3,KWIC/17 (Item 16 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2222612 Supplier Number: 02222612 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Pitney Bowes Takes On UPS In Net Document Delivery

(Pitney Bowes plans to introduce the iSend Internet document delivery service, entering a market that United Parcel Service had all to itself)

Newsbytes News Network, p N/A

August 24, 1998

DOCUMENT TYPE: Journal ISSN: 0983-1592 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 694

(USE FORMAT 7 OR 9 FOR FULLTEXT)

Pitney Bowes Takes On UPS In Net Document Delivery

(Pitney Bowes plans to introduce the iSend Internet document delivery service, entering a market that United Parcel Service had all to itself)

ABSTRACT:

Pitney Bowes plans to introduce the iSend Internet document delivery service, entering a market that United Parcel Service had all to itself. iSend will use...

...to Portable Document Format through iSend's use of Adobe Acrobat software. Pitney Bowes is positioning the service as superior to overnight courier service. iSend will compete with UPS Document Exchange Internet-based document delivery service, which also uses the Posta software. UPS offers UPS OnLine Courier and UPS OnLine...

TEXT:

...CONNECTICUT, U.S.A., 1998 AUG 24 (NB) -- By Bob Woods, Newsbytes. The Internet document delivery market is a lot hotter now, ever since postage meter giant Pitney Bowes Inc. (NYSE...

...its new "iSend" service.

iSend will reportedly allow businesses of all sizes to send and track the delivery of any file securely and reliably to anyone with e-mail and Web access, officials...

...company officials said, "and it offers an around the clock alternative to expensive overnight package delivery and local courier services" -- a direct jab at the UPS's of the world.

iSend...

...Newsbytes, Jun. 15, 1998). The new UPS Document Exchange is described as a "suite of delivery and information management services that industry watchers believe will transform the way companies send and... their most critical business information."

UPS Document Exchange currently provides a choice of two Internet delivery services, UPS OnLine Courier and UPS OnLine Dossier. UPS OnLine Courier uses either UPS' Web...

...e-mail software package, operating system or hardware being used on either side of the delivery process. UPS OnLine Dossier, an insured service, takes UPS OnLine Courier a step further by...

...America range from \$1.00 to \$7.00, and from North America to any other location range from \$1.50 to \$12.00. Volume discounts are available to any UPS Document...

...Bowes also faces competition in its traditional postage meter market from upstart companies promising postage delivery via the Internet. E-Stamp Corp., for example, secured a total of \$16 million in...

...the user's envelope.

But Pitney Bowes may have the last laugh in the Net- delivered postage market. The company last week claimed that other companies wanting to market computer-based...

7/3,KWIC/18 (Item 17 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2093161 Supplier Number: 02093161

BIDING TIME

(CMC, a pioneer in information technology, will invest about Rs125 crore during the Ninth Plan for expansion, with Rs15 crore going to R&D; details other financial information)

Business Standard, p NA

February 09, 1998

DOCUMENT TYPE: Business Newspaper ISSN: 0002-9998 (India)

LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:

...securities, port and cargo networking, enterprise resource planning (ERP) solutions, Java computing, pervasive technology, like Global Positioning Systems (GSP) based vehicle tracking system. CMC has tie-ups with global majors, like Price Waterhouse, Baan, and Sun Microsystems. CMC plans to invest around...

7/3,KWIC/19 (Item 18 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

2074572 Supplier Number: 02074572 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Architectures flex application muscle

(Use of general-purpose programmable parts accounted for only a fraction of the market for all DSP devices, but grew 26% from 1996 to 1997; market valued at \$3.05 bil)

Electronic Engineering Times, p 89

February 23, 1998

DOCUMENT TYPE: Journal ISSN: 0192-1541 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2211

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...Will Strauss of Forward Concepts. He ranks players in the \$3.05 billion market as follows : Texas Instruments has the largest share at roughly 45%, Lucent Technologies has 26%, Analog Devices...

...controllers for cell phones--is the largest application for general-purpose programmable DSPs, said Strauss, followed by 56-kbit/second-modem data formatters, still and video image compressors, telephony voice coders...

TEXT:

...for cell phones-is the largest application for gen-eral-purpose programmable DSPs, said Strauss, followed by 56-kbit/second-modem data formatters, still and video image compressors, telephony voice coders... Alan R. Weiss, project manager and software architect for the Motorola Semiconductor Products Sector's Transportation Systems Group. A Mips is

shorthand for integer Dhrystone benchmarks, he said. Most often the...

...the response of particular control systems such as antilock braking, air bag deployment, instruments and Global Positioning Systems, some kernels can be used to evaluate DSPs and motor controllers. These include table look-ups, interpolations and calculations of angle to time.

Motor control has gained a lot of support...motor-control and PWM functions have been absorbed by Analog Devices' ADMC330 family.

Right on track

On a physically smaller scale, disk-drive makers have begun to use DSPs to control the actuators that move write/read heads from track to track across the spinning platter. With track densities approaching 6,000 tracks /inch and spin speeds exceeding 7,200 rpm, some computational mechanism is required to calculate the trajectory of the head from one track to another. The trajectory is calculated from servo pulse information and determines how to pulse the actuator motor to accelerate it from one track and make it precisely stop at the destination-without ringing or overshoot. So a manufacturer...

7/3,KWIC/20 (Item 19 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1938388 Supplier Number: 01938388 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Buying Binge
(Transit Group Inc acquires Carroll Fulmer Group in a \$28.1 mil stock swap; fourth acquisition in 1997 for Transit Group)
Traffic World, v 251, n 10, p 33
September 08, 1997
DOCUMENT TYPE: Journal ISSN: 0041-073X (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 492

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...metamorphosis began earlier this year when Belyew decided to get out of the small parcel delivery business with GPS, a perennial money loser, and change the holding company's name to...

...Dixie food chain into a profitable operation.

The shift into the truckload sector came after GPS last year lost an antitrust suit to package giant United Parcel Service. UPS officials have called the GPS suit a nuisance case. GPS had claimed that UPS's business practices, including its volume-based national discount programs, were anti-competitive and in violation of antitrust rules.

Transit Group said it would dispose of its parcel delivery and courier business by the end of this month. Accordingly, all revenue and expenses for...

INDUSTRY NAMES: Transportation ;

7/3,KWIC/21 (Item 20 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
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1867556 Supplier Number: 01867556 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Global Logistics System Launched

**(Ricoh Corp and UPS Yamato Co develop parts delivery system that will
reduce delivery time from 2 weeks to 3 days)**

Electronic Buyers News, p 64

June 23, 1997

DOCUMENT TYPE: Journal; News Brief ISSN: 0164-6362 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 52

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**(Ricoh Corp and UPS Yamato Co develop parts delivery system that will
reduce delivery time from 2 weeks to 3 days)**

TEXT:

Ricoh Corp., West Caldwell, N.J., and UPS Yamato Company Ltd., a joint venture of Yamato Transport of Japan and United Parcel Service, have developed a parts delivery system for customers located in the United States. The system is expected to reduce deliveries that normally take one to two weeks to three days. ...

PRODUCT NAMES: Freight transportation arrangement (473000)

7/3,KWIC/22 (Item 21 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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1853927 Supplier Number: 01853927 (USE FORMAT 7 OR 9 FOR FULLTEXT)

GPS Changes Name

**(General Parcel Service, a Southeast regional package carrier, is about to
be renamed Transit Group Inc)**

Traffic World, v 250, n 9, p 20

June 02, 1997

DOCUMENT TYPE: Journal; Company Overview ISSN: 0041-073X (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 440

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...shrs of stock. Davis' stake in the firm will be increased from 59% to 69% following the debt-for-equity conversion. GPS' revenue totals \$20 mil/yr, of which about \$1...

TEXT:

...It will close on the acquisitions during the third quarter, the company said.

Last year GPS lost an antitrust suit to package giant United Parcel Service, which GPS has appealed. UPS officials have called the GPS suit a nuisance case. GPS had claimed that UPS's business practices, including its volume-based national discount programs, were anti-competitive and in violation of antitrust rules.

GPS's losses continued in the first quarter. It lost \$2.5 million on \$5.1...

INDUSTRY NAMES: Transportation ;

7/3,KWIC/23 (Item 22 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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1786637 Supplier Number: 01786637 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Study: Location Services May Generate Big Bucks
(By the year 2001, cellular, PCS and enhanced SMR carriers must be able to locate subscribers within an accuracy of 125 meters)
Wireless Week, p 2
March 17, 1997
DOCUMENT TYPE: Journal ISSN: 1085-0473 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 236

(USE FORMAT 7 OR 9 FOR FULLTEXT)
Study: Location Services May Generate Big Bucks
(By the year 2001, cellular, PCS and enhanced SMR carriers must be able to locate subscribers within an accuracy of 125 meters)

TEXT:
By Monica Allevan

Once the market for location services matures, it could generate \$8 billion a year in service revenue, according to a...
...roadside and navigation assistance, will be the largest revenue segment, according to the report, "Wireless Location Services: 1997," released last week.

Researchers stopped short of making a five-year forecast in part because a lot depends on when location services are offered to end users and how technologies are deployed, said Stephen Virostek, Strategis...

...2001, cellular, personal communications services and enhanced specialized mobile radio carriers must be able to locate subscribers within an accuracy of 125 meters.

Costs to deploy equipment over the next 10 years are estimated at \$3 billion, Virostek said. About 10 firms, mostly small start-ups, are working on bringing different technologies to market.

Global positioning system satellite technology in handsets is one oft-touted solution. However, "most carriers ... are preferring that...

...assume the market is going to, go," he said.

Distribution Of Revenue Potential For
Wireless Location Services By Application
Information and
Emergency Services 82%
Child Location 6%
Automobile Tracing 24%
Vehicle Location
for Fleets 16%
Asset Tracking 2%
Source: The Strategis Group

...

7/3,KWIC/24 (Item 23 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1754895 Supplier Number: 01754895 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Global Positioning System Use On The Rise - Report
(Total North American application markets will grow from \$366.2 million in 1996 to \$3.5 billion by the year 2003)
Newsbytes News Network, p N/A
March 04, 1997
DOCUMENT TYPE: Journal (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 477

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...ever devised for the driver in distress. A fleet equipped with a GPS receiver becomes traceable and manageable to a degree previously unimagined, saving millions of dollars in lost time and...

...aerospace companies and consumer electronic companies, to small niche players and venture capital-backed start-ups. They are all significant participants and contributors to the evolving GPS market. In addition to the rapid growth in the currently viable GPS markets, there will...

7/3,KWIC/25 (Item 24 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1733897 Supplier Number: 01733897 (USE FORMAT 7 OR 9 FOR FULLTEXT)
'New Strategic Direction'
(General Parcel Service adopts new business plan intended to restore profitability and lead to growth)
Traffic World, v 249, n 4, p 46
January 27, 1997
DOCUMENT TYPE: Journal ISSN: 0041-073X (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 680

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...company, founded in 1985, has had only one profitable quarter in its history.

In addition, GPS last year lost an antitrust suit it had filed against package giant United Parcel Service. GPS has appealed. UPS officials have called the GPS suit a nuisance case. GPS claimed that UPS's business practices, including its volume-based national discount programs, were anticompetitive and in violation of antitrust rules. The U.S. District Court for the Northern District of Georgia concluded UPS's business practices were not in violation of any federal or state antitrust rule.

The judgment ordered GPS to "take nothing, that the action be dismissed, and that the defendants recover from the...

...Southeast at the beginning, he added.

GPS provides next-day and second-day small package delivery between Florida, Georgia and North and South Carolina.

The 48-year-old Belyew, a 29...

INDUSTRY NAMES: Transportation ;

7/3,KWIC/26 (Item 25 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1728260 Supplier Number: 01728260 (USE FORMAT 7 OR 9 FOR FULLTEXT)
General Parcel eyes truck firm takeovers
(General Parcel Service Inc plans to acquire trucking companies to expand its operations)
Journal of Commerce, v 411, n 28893, p 3B
January 21, 1997
DOCUMENT TYPE: Journal ISSN: 0361-5561 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 309

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

BY CHRIS ISIDORE JOURNAL OF COMMERCE STAFF

General Parcel Service Inc., the small parcel delivery firm that unsuccessfully battled industry giant United Parcel Service in court, is heading in another...

...at both the less-than-truckload carriers that consolidate small shipments and truckload carriers that deliver full trailers of freight directly from origin to destination.

GPS lost \$2.8 million on...

...Atlanta company that had revenue of more than \$22 billion in 1996. The suit charged UPS with unfair business practices, specifically predatory pricing to steal some of GPS ' customers starting in 1991.

GPS is appealing the decision, but it faces having to pay UPS ' court costs if it can't reverse the lower court ruling.

GPS wants to return profitability to its parcel service, primarily by controlling costs and cutting back...

...its business as it adds traditional trucking companies. But he denied the court loss to UPS prompted the new direction at GPS .

"All the information I've received indicates there will be a rise in LTL and...

INDUSTRY NAMES: Transportation ;

7/3,KWIC/27 (Item 26 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1609903 Supplier Number: 01609903 (USE FORMAT 7 OR 9 FOR FULLTEXT)
General Parcel to appeal in court fight against UPS
(General Parcel Service to appeal federal court ruling that found UPS
innocent of antitrust violations)
Journal of Commerce, v 409, n 28812, p 10B
September 19, 1996
DOCUMENT TYPE: Journal ISSN: 0361-5561 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 254

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...losing a decision in federal court, General Parcel Service plans to continue its fight against United Parcel Service, the world's largest transportation company.

GPS, of Jacksonville, Fla., a tiny parcel delivery service operating in Florida, Georgia and the Carolinas, charged in a suit filed February 1995

...

...world and boasts more than \$20 billion in business.

The suit alleged that, in 1991, UPS performed a detailed analysis of GPS ' market base and then dangled rate discounts at GPS customers. UPS allegedly hid the discounts, said C. David Vaughan, a partner in the Atlanta law firm of Vaughan & Murphy, which represents GPS.

But this week, the U.S. District Court for the Northern District of Georgia in...

...UPS.

"The court ruled in favor of UPS as to all claims and concluded that UPS ' business practices are not anti-competitive and do not violate federal or state antitrust laws," UPS said.

But GPS disagrees. "We think the court made an error," said Wayne Nellums, GPS ' chief financial officer. "We will go ahead and file an appeal."

GPS, which at the...

INDUSTRY NAMES: Transportation ;

7/3,KWIC/28 (Item 27 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1607338 Supplier Number: 01607338 (USE FORMAT 7 OR 9 FOR FULLTEXT)
UPS Discount Upheld
(United Parcel Service's volume discounts are upheld in court case filed by
General Parcel Service)
Traffic World, v 247, n 11, p 46
September 16, 1996
DOCUMENT TYPE: Journal ISSN: 0041-073X (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 118

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

Competitor's case dismissed

In a case involving the nation's largest transportation company and a small Jacksonville, Fla.-based parcel company, United Parcel Service prevailed in a...

...antitrust rules.

The U.S. District Court for the Northern District of Georgia sided with UPS. It concluded UPS's business practices were not in violation of any federal or state antitrust rule.

The judgment ordered GPS to "take nothing, that the action be dismissed, and that the defendants recover from the..."

PRODUCT NAMES: Freight transportation arrangement (473000)

7/3,KWIC/29 (Item 28 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1606508 Supplier Number: 01606508 (USE FORMAT 7 OR 9 FOR FULLTEXT)

FedEx and UPS take fight to Europe

(Federal Express Corp and United Parcel Service are both promising improved delivery times and overnight service to specific European locations)

Journal of Commerce, v 409, n 28807, p 2B
September 12, 1996

DOCUMENT TYPE: Journal ISSN: 0361-5561 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 195

(USE FORMAT 7 OR 9 FOR FULLTEXT)

(Federal Express Corp and United Parcel Service are both promising improved delivery times and overnight service to specific European locations)

TEXT:

One carrier tries to top the other on delivery time

JOURNAL OF COMMERCE STAFF

Federal Express Corp. and United Parcel Service are again going head-to-head on service offerings, this time with delivery guarantees to Europe.

FedEx late Tuesday announced improved delivery times for second-day and overnight service to specific locations in Europe. UPS is expecting to make an announcement soon on changes in its U.S.-to-Europe...

...John Flick, a UPS spokesman.

FedEx said it will start offering 10:30 a.m. delivery for its two-day International Priority product.

The service will be offered to major business centers in Europe starting Nov. 1. FedEx now makes second-day delivery in Europe by noon. The improved delivery is the result of increased staffing levels on the ground in Europe, not additional flights...

...Milan; Paris; and Zurich.

FedEx also said that early next year it will upgrade the delivery guarantee to 8 a.m. for its limited origin, limited destination International First overnight product...

PRODUCT NAMES: Freight transportation arrangement (473000)

7/3,KWIC/30 (Item 29 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1595307 Supplier Number: 01595307

Court Dismisses Trust Suit By General Parcel Service
(Antitrust suit filed by General Parcel Service against United Parcel Service has been dismissed by Atlanta federal court)

Wall Street Journal , v CCXXVIII, n 51, p B7

September 11, 1996

DOCUMENT TYPE: Business Newspaper; News Brief ISSN: 0099-9660 (United States)

LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:

...United Parcel Service (Atlanta, GA) has been dismissed by an Atlanta federal court. Regional package- delivery concern General Parcel had charged UPS with trying to monopolize the Southeast through its business practices, including its volume-based national discount scheme. GPS had sought damages worth an estimated \$10 mil. ...

INDUSTRY NAMES: Transportation ;

7/3,KWIC/31 (Item 30 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1539967 Supplier Number: 01539967 (USE FORMAT 7 OR 9 FOR FULLTEXT)

FLORIDA'S GENERAL PARCEL SERVICE EXPLAINS 11-YEAR UNPROFITABILITY
(General Parcel blames competitive prices and high labor costs for \$3 mil loss in 1995)

Florida Times-Union , p N/A

June 07, 1996

DOCUMENT TYPE: Regional Newspaper ISSN: 0704-2325 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 478

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...never made a profit in its 11 years of operation. The business-to-business package delivery firm attributes its poor performance on competitive price pressures and high labor costs. GPS posted an average revenue of \$2.62 on each package delivered in 1995, down from its average of \$3.08 in 1994. GPS lost \$3 million in 1995 despite delivering 1.4 million more packages in that year. To improve its performance, the company is...

...reduce its expenses and shift some of its focus to niche markets such as desktop delivery. The company delivers packages regionally in Florida, Georgia and the Carolinas. Article discusses the company's antitrust lawsuit...

TEXT:

...Parcel Service Inc. keeps growing in size, but the Jacksonville-based business-to-business package delivery company has never made a profit in its 11 years of operation.

At the company...

...yesterday, Chief Executive Officer E. Hoke Smith Jr. said competitive price pressures in the package delivery business have kept the company from becoming profitable.

In 1994, GPS took in an average of \$3.08 in revenue for each package delivered, but in 1995 that fell to \$2.62.

So even though the company delivered 1.4 million more packages in 1995, it couldn't make a profit. "Obviously, we...

...keep up with costs, so the company had a net loss of \$3 million.

GPS delivers packages regionally in Florida, Georgia and the Carolinas. Instead of trying to compete directly with big nationwide package delivery companies, GPS is trying to shift some its focus on serving niche markets, Smith said.

For example, one niche is desktop delivery, where a package is delivered to the desk of the recipient, rather than dropped off at the front desk of ...

...recipient's company.

"A lot of our customers started to ask for that," Smith said.

GPS has blamed much of its problem on United Parcel Service Inc., the Atlanta-based package delivery company. In a lawsuit filed last year in federal court in Atlanta, GPS charged UPS with antitrust violations, claiming that UPS unfairly took away GPS customers and that UPS has monopoly control over the Florida and Georgia business package delivery markets.

The lawsuit is pending and no trial date has been set.

At the meeting yesterday, GPS shareholder Ben Blackburn, who said he was a former UPS official, urged management to "keep up the fight" with UPS. "Concentrate on what you do well and everything else will fall in," Blackburn said.

However...

INDUSTRY NAMES: Transportation ;

7/3,KWIC/32 (Item 31 from file: 9)
DIALOG(R) File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1370167 Supplier Number: 01370167 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Flight Light partnership

(Flight Light (US) was licensed to make and assemble Cegelec Projects' (UK) line of inset airfield lighting equipment)

Airports International, p 19

January 1996

DOCUMENT TYPE: Journal ISSN: 0002-2853 (United Kingdom)

LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 128

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...at the Los Angeles airport system, Santa Barbara and Palm Springs, as well as several United parcel Service (UPS) locations throughout the US. ...

7/3,KWIC/33 (Item 32 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1273948 Supplier Number: 01273948 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Black entrepreneurs tap market for African-American products
(New "buy black" consciousness has led to spate of start-ups by
African-American entrepreneurs in New York City)
Crain's Small Business-New York-Westchester, v 2, n 7, p 24
September 1995
DOCUMENT TYPE: Journal ISSN: 1086-7074 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 985

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...are prompting a new "buy black" consciousness. That has led to a spate of start-ups across the five boroughs.

Source One, a toll-free locator service in Long Island City, Queens, was launched last year to connect consumers with black doctors...

7/3,KWIC/34 (Item 33 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1126693 Supplier Number: 01126693 (USE FORMAT 7 OR 9 FOR FULLTEXT)
GENERAL PARCEL SERVICE SAYS UPS HAS MONOPOLY, FILES \$30 MILLION SUIT
(United Parcel Service being sued by General Parcel Service which claims
that UPS unfairly took away its customers)
Florida Times-Union , p N/A
February 15, 1995
DOCUMENT TYPE: Regional Newspaper ISSN: 0704-2325 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 316

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...Mark Basch

Feb. 15--General Parcel Service Inc., a Jacksonville-based business-to-business package delivery company, said yesterday it filed an antitrust lawsuit against United Parcel Service Inc., charging that UPS has unfairly taken away GPS customers.

The lawsuit, filed Friday in federal court in Atlanta, claims that GPS 's damages will exceed \$10 million.

And under federal antitrust law, GPS is asking for triple damages, which would make the amount more than \$30 million.

GPS had total revenues of \$16.2 million in 1993. GPS is charging UPS with having monopoly power over the ground-based business-to-business delivery market in Florida and Georgia.

UPS has more than 75 percent of that market, the suit says.

The lawsuit charges that UPS offers discounts in several ways that have the effect of shutting out smaller firms like GPS : zIt says UPS offers substantial discounts to customers on the condition that they deal exclusively with UPS . zUPS also offers discounts to customers that meet certain levels of purchases, which compels customers...

...condition that customers enter into long-term contracts, it says.

"As a direct result of UPS ' actual monopolization of the ground-based business-to-business parcel delivery market in Florida and Georgia, GPS has suffered, and will continue to suffer, damage and injury to its business and property," the suit says. GPS is charging UPS with preparing reports analyzing GPS ' customers and profitability and engaging in "a specific effort to take GPS ' customers, and especially GPS ' most profitable customers.

The lawsuit specifically mentions 15 companies that had been GPS customers and now use UPS exclusively.

GPS said it has lost profits of \$2.28 million on those 15 customers.

UPS spokesman Ken Sternad said the Atlanta-based company had received the lawsuit, but company officials would not comment on it.

GPS President E. Hoke Smith Jr. could not be reached for comment yesterday. ...

INDUSTRY NAMES: Transportation ;

7/3,KWIC/35 (Item 34 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 Resp. DB Svcs. All rts. reserv.

1060162 Supplier Number: 01060162

U.S. AIRLINES STAGE MAJOR GPS TRIALS

(Air Transport Assn, American Airlines, United Airlines, UPS, FAA and Continental to conduct GPS landing demonstrations)

Aviation Week & Space Technology, v 141, n 15, p 28+

October 10, 1994

DOCUMENT TYPE: Journal ISSN: 0005-2175 (United States)

LANGUAGE: English RECORD TYPE: Abstract

(Air Transport Assn, American Airlines, United Airlines, UPS , FAA and Continental to conduct GPS landing demonstrations)

ABSTRACT:

GPS technology moves out of the lab and into narrow- and wide-body transports with demonstrations of GPS automatic landings being done by the Air Transport Assn, United Airlines, the FAA, UPS , Continental Airlines, and American Airlines. The automatic landings to touchdown will

TEXT:

ATLANTA-Domestic United Parcel Service customers can now track packages, find the nearest UPS drop-off location, calculate shipping rates and determine transit times for shipment via any wireless device, including one ...

...way text messaging, Web-enabled phones, personal digital assistants, pagers or other pervasive computing devices.

UPS said the service, located at www.ups.com/wireless, is currently available to about 94 percent of U.S. wireless users, with...

...INDUSTRY NAMES: Transportation

7/3,KWIC/8 (Item 7 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2869577 Supplier Number: 02869577 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Tracking: Hong Kong Fleets

(E&S Land Data Management Consultants develops real-time vehicle tracking system allowing Hong Kong government to oversee transport sector's fleet)

Geospatial Solutions, v 10, n 7, p 26+

July 2000

DOCUMENT TYPE: Journal ISSN: 1529-7403 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 440

(USE FORMAT 7 OR 9 FOR FULLTEXT)

Tracking : Hong Kong Fleets

(E&S Land Data Management Consultants develops real-time vehicle tracking system allowing Hong Kong government to oversee transport sector's fleet)

TEXT:

...Land Data Management Consultants (ESLD, Kowloon, Hong Kong, ROC) have developed a real-time vehicle tracking system to enable the Hong Kong government to manage the transport industry's ground fleet of 8,000 vehicles more effectively. The high-rise buildings and narrow streets of Hong Kong make it extremely difficult to cost-effectively track and manage such a large fleet. Only by contacting the drivers could the managers in the control center determine the approximate location of the vehicles. There was no sure-fire way to accurately schedule deliveries and pick-ups.

In February of this year, ESLD outfitted 60 vehicles in the fleet with GPS receivers and modems. This black box system requires no driver intervention. Units are located in the vehicle cabs with a roof-mount antenna and are encoded with unique identification numbers. The system generates a Global System for Mobile Communications (GSM)--formatted GPS location signal that is constantly updated and transmitted to the control center with the unique identifier.

In the control center, the On Line Fleet Management system can track as many as 100 vehicles in real time using custom-built Windows-based software. The...

...imagery of Hong Kong and its surrounding metropolitan area with incorporated vectors and blinking vehicle location icons, as well as log file records and geospatial details for each vehicle. This means...

...roam and zoom over the maps in real time as the vehicles are moving. Vehicle locations can be compared against preset routes to determine whether a driver is adhering to the...

...rates, icon labeling and point sizes, and window placement.

The Hong Kong government's vehicle tracking system relies on Trimble (www.trimble.com) Placer GPS receivers to position its vehicles. The...

...PRODUCT NAMES: Regulation and administration of transportation programs (962000)

7/3,KWIC/9 (Item 8 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2787698 Supplier Number: 02787698 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Centurion unveils new service

(Centurion Bank launches new cash management system CATS - Cash And Transaction Services; aims to cover 111 locations with the service, either through its own branches or through tie ups with other banks)

Business Line, p 9

April 22, 2000

DOCUMENT TYPE: Journal ISSN: 0971-7528 (India)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 192

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... (Bank launches new cash management system CATS - Cash And Transaction Services; aims to cover 111 locations with the service , either through its own branches or through tie ups with other banks)

TEXT:

...Basically a cash management service, CATS will help corporates get their receivables faster from different locations .

Under the service, the bank will also provide customers real-time information on the status...

...it also helps the customer process information on his transactions. CATS plans to cover 111 locations , including 46 cities where the bank has branches and 65 other cities where its clients...

7/3,KWIC/10 (Item 9 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2717577 Supplier Number: 02717577 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Sizing up home delivery

(By 2003, residential parcel deliveries forecast to bring in more than \$9 bil in yearly transportation sales for express and parcel delivery firms; increases being driven by Internet sales to consumers)

Logistics Management & Distribution Report, v 39, n 2, p 51+
February 2000

DOCUMENT TYPE: Journal ISSN: 1098-7355 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2135

(USE FORMAT 7 OR 9 FOR FULLTEXT)

Sizing up home delivery

(By 2003, residential parcel deliveries forecast to bring in more than \$9 bil in yearly transportation sales for express and parcel delivery firms; increases being driven by Internet sales to consumers)

ABSTRACT:

According to a forecast from First Call Corp in 1999, by 2003 residential parcel deliveries are to bring in more than \$9 bil in yearly transportation sales for express and parcel delivery firms. Driving increases in residential deliveries is the rapidly increasing online shopping market. According to Forrester Research, by 2003, \$103 bil...

...year's 1.2 bil of volume shipments. Additionally, a number of regional trucking and delivery companies are looking to enter the market. Full text looks at the increasing home delivery market in the US, particularly looking at strategies by UPS and the US Postal Service.

TEXT:

...carts, then proceed to "checkout," where they are presented with at least a couple of delivery options. Within days, packages arrive at their doorsteps.

photo omitted

This scenario is becoming more...

...much finding a market as it is fulfilling all those small orders that must be delivered to individual households--a far different proposition from delivering truckload or less-than-truckload shipments to stores. (See Figure 1 for a look at...
...service levels and speed while keeping costs down.

"The biggest hurdle (for e-tailers) is delivery," says Joseph Sudar, executive vice president of parcel consulting firm SmartTran Inc. of Pittsburgh, Pa. "Residential deliveries are two to three times more costly than (business-to-business) deliveries for reasons of density or number of parcels per delivery stop," he notes. "More drivers and infrastructure are also required."

That's why most e-tailers are relying on express and parcel carriers to deliver items to customers. And this trend is one reason that First Call Corp. last year predicted that by 2003, residential deliveries would represent more than \$9 billion in annual transportation revenues for express and parcel carriers.

With such a lucrative prize in sight, a long list of carriers have entered the race for the home-delivery market. United Parcel Service (UPS) and FedEx, of course, are major players. But competition may...

...that Germany's Deutsche Post, which has built an enormous network of door-to-door delivery services in Europe through acquisitions, may be casting a covetous eye on the U.S. parcel market. And a host of regional delivery and trucking companies have jumped into the game. DHL, meanwhile, remains adamant about staying out of the home-delivery market despite its strong ties to Deutsche Post, which owns 25 percent of the global...

...S. parcel and express market are also the biggest players in the fast-growing home-delivery market. Here's a brief look at how they are serving online retailers and their consumer customers.

Big Brown Still Rules

As the leading home- delivery carrier, UPS is continuing an efficiency drive that will improve customer service for residential deliveries , says spokesman Steve Holmes. Much of that initiative depends on technology advancements in areas like route management. "Density is the whole key for the delivery area. We've been doing a lot of remapping of delivery areas with GPS (global positioning satellite) technology for our local drivers and feeder drivers, which helps improve efficiencies," Holmes says. ?

UPS also is increasing its participation in online transaction tracking by offering online shipment tracking at e-tailers' Web sites and creating other Internet-based shipping tools such as Online...

...its presence at shipping outlets and office-supply stores.

Of more than 12 million packages delivered daily by UPS, 20 percent are residential deliveries , primarily ground shipments. As business-to-consumer deliveries proliferate, First Call predicts, UPS will maintain its 55-percent share of the home market...

...With Competition

One way the U.S. Postal Service is competing more aggressively for residential deliveries is by upping the service ante. The USPS added delivery confirmation last year for two-day Priority Mail to complement its track -and- trace overnight Express Mail service. By mid 2000, says spokesman Jerry McKiernan, the USPS will offer...

...a bid to attract e-tailers. "The USPS is the only courier service mandated to deliver to everyone six days a week," states spokeswoman Sue Brennan. "There are other couriers who want the business-to-consumer business in the big urban areas, but we deliver to the bottom of the Grand Canyon and tundras in Alaska--things other companies wouldn't...s recent linkup with Airborne to provide the back end of the new "Airborne@home" delivery service. That service was made possible last year when the USPS granted "work share discounts" ...the business-to-consumer market for air express, according to the Colography Group, an expedited- transportation research firm based in Atlanta.

Airborne Finds a Better Way

Joy Williams, director of customer...

...USPS last year made it a natural partner for the Airborne@home service, which touts delivery within two to four days. As a result of discounts for parcel consolidations, Williams says...

...more reliable than offerings by parcel consolidators that drop packages farther back in the USPS delivery system at bulk mailing centers. Airborne charges its shipper and merchant customers rates that are...

...through a series of Airborne facilities, including local stations and regional trucking hubs. Finally, Airborne delivers the packages to some 24,000 local post offices; there the local postal carrier takes over and delivers them to the consumer's door the next day. Longhaul shipments are routed via Airborne's Wilmington, Ohio, air hub for onward ground movement. Airborne tracks packages up until the time they reach local post offices, and USPS offers delivery confirmation on the back end.

Because Airborne@home was launched last fall, the service didn't...

...to align itself with because of its premium pricing. FedEx's involvement in the home-delivery market boils down to the question "Does your business model fit our business model?" says...

...is hard to say, because the carrier doesn't break out the number of residential deliveries from the 3.5 million deliveries it makes daily. But the carrier has gained some sizable contracts for handling distribution and delivery of products sold online, particularly in the home office/small office market. "The computer, software...

...to order from a carrier that gets it there quickly," notes Davenport.

RPS Tests Home-Delivery Waters

RPS, a unit of FedEx Corp. that was recently renamed FedEx Ground (see News...

...this spring, when industry analysts expect the package carrier to make a foray into home delivery in 30 to 40 metropolitan areas. Why is the carrier getting involved in home deliveries after more than a decade of strictly business-to-business service? "We think there'll...

...Ground. The rapid growth in Internet-fueled spending is creating equal demand for more home-delivery services, Johnson adds.

FedEx Ground's plan calls for a separate fleet of neighborhood-friendly delivery vans, separate sort centers, and a legion of new owner/operator drivers, says Johnson. He...

...service will net efficiencies despite the lower densities and resultant low margins associated with residential deliveries. Although he declines to discuss specifics, he hints that technology enhancements in such areas as shipment sorting will make the difference. Some industry analysts have suggested that later pickup and delivery times (as late as 9 p.m.) and a Tuesday-through-Saturday delivery schedule will likely be part of the mix.

Who Will Dominate the Market?
Consumers shop...

...than for price, according to a recent report by Forrester Research. Online shoppers' expectations regarding delivery, therefore, are high. But, as horror stories about poor customer service and delayed and incorrect deliveries of holiday goods purchased online indicate, consumers may not always be getting the same levels...

...but not at anyone's expense because everyone else is better positioned (to handle online deliveries) also," he says.

Will every parcel and express carrier share equally in the home-delivery boom? Theodore Scherck, president of the Colography Group research firm, says success in the home-delivery market is still up for grabs. "The jury is still out on who is going...

...be) somebody other than the dominant player today."

Marcia Jedd writes frequently on logistics and transportation issues.

Outsource, In-House, or Middle Ground?

...e-tailers manage their own order fulfillment but team up with a carrier

to handle deliveries . FedEx is the primary carrier for upscale kitchen-goods purveyor Williams Sonoma's online business, offering five-day standard and two-day rush service. With the retailer's distribution center located in the Memphis area, says a Williams Sonoma representative, the partnership with FedEx was a...

...office-supply retailer leveraged its own distribution network to launch Staples.com. Web orders are delivered to the doorstep by Staples' private fleet from 100 fulfillment facilities that support its catalog...

INDUSTRY NAMES: Transportation ;

7/3,KWIC/11 (Item 10 from file: 9)
DIALOG(R) File 9:Business & Industry(R)
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2699861 Supplier Number: 02699861 (USE FORMAT 7 OR 9 FOR FULLTEXT)
A response to the need for earlier service fulfillment
(Article presents an interview with UPS Professional Services' president Raj Penkar, who created UPS' Hold for Pick-Up Program that allows technicians to pick up parts at over 1,100 US locations)
Frontline Solutions, v 1, n 1, p 10+
January 2000
DOCUMENT TYPE: Journal; Interview (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2079

(USE FORMAT 7 OR 9 FOR FULLTEXT)
...(Pick-Up Program that allows technicians to pick up parts at over 1,100 US locations)

ABSTRACT:

...up Program. The program enables technicians to pick up parts at over 1,100 US locations as early as 6:30 a.m. In the interview, Penkar reports on the program...

TEXT:

...Pick-Up Program, which allows technicians to pick up parts at more than 1,100 locations in the United States as early as 6:30 a.m. The program is a...

...the millions of dollars. If a crash occurs, field service technicians need to have parts delivered to them as quickly as possible.

"Some of our customers manufacture systems that have to...

...kept running continuously," Penkar says. "If the equipment goes down, replacement parts have to be delivered as soon as possible. But we found that getting parts to field service technicians in...

...was a problem."

That's because those parts were going out on the regular UPS delivery runs, which meant they sometimes weren't getting to the technician until late morning. Add...

...that "windshield time"--traveling time that it takes a technician to get to the customer location --and the number of lost orders and other revenue-producing opportunities resulting from system downtime...

...Working on the premise that technicians could pick up high-tech parts at a central location early in the morning, and with more than a dozen companies, including IBM, UPS integrated...

...Raj Penkar: Typically, we would send the parts out to the technician on our regular delivery routes. In some cases, the parts weren't delivered until the 10 a.m.-to-noon range, which meant the technician wasn't working on the customer's problem. Or the parts were sent to the customer's location, but were difficult to find because of the large campus area.

But the parts were available at a UPS facility by 6:30 a.m., prior to delivery. We found that there was a need to get the parts to the technicians as...

...Pick-up Program work?

RP: We worked with more than a dozen companies, identifying the location of their customers and what was acceptable in terms of time-in-transit. Given that...

...our field support infrastructure, which we have through our SonicAir Service (a UPS subsidiary that delivers critical parts on a same-day/best-flight capacity). We determined where the technician was coming from, as well as where the customer is located. We then pinpointed the location of the nearest UPS facility. That's where we shipped the parts.

FS: Can the parts be easily tracked through the process?

RP: Using UPS' information technology infrastructure, the entire process is extremely visible to field technicians and their customers. The technicians can track a part as its being sent through the system and whether it has arrived at the pickup location. Using a Web interface, customers can track the parts through the delivery process as well.

In addition, we collect information from our customers when they ship those ...

...important area is the visibility of the parts in the supply chain. Customers want the delivery system to be highly visible so all parties can see where the part is, how it's being moved and when it was delivered. That's an absolute key to our industry.

FS: Can you describe the thought process...for the customer. A customer's pipeline consists of shipping parts from a central-stocking location to a field-stocking location, then from a field-stocking location to a technician who does the repair work. The technician then sends unused parts back...

...UPS?

RP: The new way of doing business on the Internet has led to smaller deliveries and smaller packages. As a result, UPS has become the ultimate provider in transportation service for many Internet-enabled businesses--both companies that sell directly over the Internet such...

...not just about routing packages, but also the service level required and the need to deliver to a particular customer. This way, we can make an informed decision on how to transport packages--via air or ground.

We currently electronically capture information from the source in about...

...FS

T 7/3,KWIC/1-100

7/3,KWIC/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC
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6479255 INSPEC Abstract Number: B2000-03-7600-001

Title: Aerospace and military [Technology 2000 analysis and forecast]
Author(s): Scott, P.
Journal: IEEE Spectrum vol.37, no.1 p.97-102
Publisher: IEEE,
Publication Date: Jan. 2000 Country of Publication: USA
CODEN: IEESAM ISSN: 0018-9235
SICI: 0018-9235(200001)37:1L.97:AMT2;1-6
Material Identity Number: I094-2000-001
U.S. Copyright Clearance Center Code: 0018-9235/2000/\$10.00
Language: English
Subfile: B
Copyright 2000, IEE

...Abstract: in being able to put men and women into space aboard their own home-built transports . And the demand for satellite launch services is booming, as last year saw the first...

... overcrowded skies and Y2K impacts on air travel, is pushing confidently into the next century. Global positioning systems (GPS) are inspiring advances in navigational equipment, and replacement systems for outmoded air traffic control set- ups draw ever closer to widescale deployment. A big obstacle remains, however, to fulfilling these goals...

7/3,KWIC/2 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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3332325 Supplier Number: 03332325 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Safer skies: the Alaska Capstone programme is receiving attention from the FAA and large commercial carriers. This multi-function cockpit display gives pilots unprecedented situational awareness and could be set for global application. (Air Traffic Management)
(Heart of first phase of Capstone, worth \$11 million (plus \$6 million in additional committed funds), is Global Positioning System based avionics package)
Airports International, v 34, n 9, p 34(4)
December 2001
DOCUMENT TYPE: Journal ISSN: 0002-2853 (United Kingdom)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1692

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...phase of Capstone, worth \$11 million (plus \$6 million in additional committed funds), is a Global Positioning System (GPS) based avionics package, which includes a multi-function cockpit display (MFD), manufactured by UPS Aviation Technologies, Inc. At a cost to the FAA of \$14,500 per shipset, plus...
...You cannot imagine how good it is when you can fly down a river and follow the bends. It is just amazing," says Webster. Pilots can zoom in from an image...We know it doesn't have to happen. We have the technology."

ADS-B Flight Tracking

The Capstone project further benefits ADS-B equipped pilots by providing more accurate flight tracking than does radar. A comparison of long-range radar aircraft returns and the same aircraft...

...Newenham, on Alaska's southwest coast, demonstrates the higher resolution of the ADS-B flight track. This will greatly narrow the search area for missing aircraft.

In Alaska's non-radar...

...to see aircraft that in the past we would not have seen and we can track them at far lower altitudes than radar gives us," says Tom Elledge, who works in...

...systems engineer working with Capstone.

Airline operators can also use ADS-B to keep better track of their aircraft by contracting to a flight-following service and obtain aircraft information going into the David J Hurley Air Traffic Control System...

...Virginia.

The FAA made history on December 31, 2000, when it began ADS-B flight tracking in the Bethel area and an aircraft received the first-ever vector using ADS-B...

7/3,KWIC/3 (Item 2 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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3130012 Supplier Number: 03130012 (USE FORMAT 7 OR 9 FOR FULLTEXT)

FAA certification sought for GPS-based aircraft precision-approach landing system

(UPS Aviation Technologies will seek certification for GPS navigation receiver that uses existing signals from FAA's Wide Area Augmentation System)

Military & Aerospace Electronics, v 12, n 4, p 3

April 2001

DOCUMENT TYPE: Journal ISSN: 1046-9079 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 436

(USE FORMAT 7 OR 9 FOR FULLTEXT)

(UPS Aviation Technologies will seek certification for GPS navigation receiver that uses existing signals from FAA's Wide Area Augmentation System)

TEXT:

Wilson, J.R.

SALEM, Ore. -- Leaders of UPS Aviation Technologies in Salem, Ore., say they plan to seek certification this summer for a first-of-its-kind GPS navigation receiver that will use existing signals from the FAA's Wide Area Augmentation System...

...the UPS Aviation Automatic Dependent Surveillance-Broadcast (ADS-B) product line for parent cargo carrier UPS' fleet. Company officials say they plan to introduce stand-alone GPS follow-on products next year.

...365,000-member Aircraft Owners and Pilots Association (AOPA) in Frederick, Md.

"This new receiver delivers on the WAAS promise of vertical approach guidance to thousands of GA airports. And it...

7/3,KWIC/4 (Item 3 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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3111506 Supplier Number: 03111506 (USE FORMAT 7 OR 9 FOR FULLTEXT)
HAITI: YOUNG ENTREPRENEURS INITIATIVE
(Two female entrepreneurs set up Mail 'n More (Petion-Ville, Haiti) to capitalize on lack of reliable, efficient postal service in Haiti)
Caribbean UPDATE, p 12+
May 2001
DOCUMENT TYPE: Newsletter ISSN: 8756-324X (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 323

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...supply and business services company, seeking to capitalize on the lack of reliable, efficient postal service in Haiti;

Located in the heart of Petion-Ville, Mail 'n More, with four employees, offers: the rental of mail boxes; key reproduction; UPS ; packaging; photocopying; translation; printing, including fliers, posters, calendars, and billboards; office supplies; calling cards; graphics...
...the diplomatic community next. They also plan to install a cyber cafe at the current location , and to open branch offices in downtown Port au Prince, as well as in Haiti...

7/3,KWIC/5 (Item 4 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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3107254 Supplier Number: 03107254 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Texaco deliveries solve two problems
(United Parcel Service launches partnership with Texaco Stations in Benelux region to help delivery of merchandise ordered online)
Market Europe, v 12, n 4, p 3
April 2001
DOCUMENT TYPE: Newsletter ISSN: 1050-9410 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 201

(USE FORMAT 7 OR 9 FOR FULLTEXT)

Texaco deliveries solve two problems
(United Parcel Service launches partnership with Texaco Stations in Benelux region to help delivery of merchandise ordered online)

TEXT:

Delivery of merchandise ordered online presents special problems because of the global nature of the Internet. Customers often do not know where the company they are buying from is located , and the company finds it difficult to guarantee delivery anywhere in the world.

United Parcel Service is helping to solve these problems, starting in...

...trend of dual-income households where no one is home during the day to accept delivery .

The service works as follows : once packages are delivered to a local Texaco location , UPS package service customers are proactively notified by e-mail of the arrival of their packages, which can then be collected at a convenient time. Packages can be kept for 14 days following delivering notification. If the package is not picked up in that time period, it is returned...

...INDUSTRY NAMES: Transportation ;

7/3,KWIC/6 (Item 5 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2971412 Supplier Number: 02971412 (USE FORMAT 7 OR 9 FOR FULLTEXT)
SK CO SAMSUNG ELEC, UPS TO LAUNCH INTEGRATED DISTRIBUTION SYSTEM
(Samsung Electro-Mechanics (S Korea) signs a memorandum of understanding with United Parcel Service (US), an express carrier, for the introduction of an integrated distribution service system)

Asia Pulse, p n/a

November 16, 2000

DOCUMENT TYPE: Custom Wire (Southern & Eastern Asia)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 92

TEXT:

...of an integrated distribution service system.

Under the agreement, Samsung will be able to easily track its customer orders and shipping processes via UPS 's latest information and communication systems, including its satellites and global positioning systems. *

The Korean firm will be able to save 72 billion won (US\$63 million...

...INDUSTRY NAMES: Transportation ;

7/3,KWIC/7 (Item 6 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2934824 Supplier Number: 02934824 (USE FORMAT 7 OR 9 FOR FULLTEXT)
UPS customers can track packages wirelessly
(UPS's Domestic United Parcel Service, which is available to about 94% of US wireless users, will be extended to international customers in the first qtr-2001)

RCR Wireless News, v 19, n 40, p 39

October 02, 2000

DOCUMENT TYPE: Journal ISSN: 0744-0618 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 93

UPS customers can track packages wirelessly

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S1	726719	UPS OR (UNITED (1N) PARCEL (1N) SERVICE)
S2	468603	((POSITION? OR LOCAT?) (2N) (SERVICE OR SYSTEM)) OR GPS OR LORAN? OR (GLOBAL (1N) POSITIONING)
S3	1419067	((UNIVERSAL OR ZULU OR (GREENWICH (1N) MEAN)) (3N) TIME) OR UTC OR GMT
S4	1104	S1 (20N) S2
S5	912	S4 AND (DELIVER? OR TRAC? OR TRANSPORT? OR LOCAT? OR FOLLO- W?)
S6	740	S5 NOT PY>2001
S7	475	RD (unique items)
S8	5	S4 AND S3
S9	215	S1 (20N) S3
S10	144	S9 NOT PY>2001
S11	99	RD (unique items)
S12	1810	S1 (20N) (ELECTRONIC (2N) (TABLET? OR SCANNER?)) OR DIAD OR (VEHICLE (1N) MONITOR? (1N) SYSTEM)
S13	378	S12 AND S2
S14	1517	S12 NOT PY>2001
S15	302	S13 NOT PY>2001
S16	186	RD (unique items)